

Amendments to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Amend claims 1 and 13 as indicated below.

Listing of Claims:

- 1 1. **(Currently Amended)** A customer care center comprising:
2 a contact layer comprising a plurality of media-specific handlers for
3 managing contacts in a plurality of communications media with customers
4 of a business served by the customer care center, each handler adapted
5 to handle a specific one or more of the media, and including connecting
6 the contacts to resources for servicing, collecting and reporting events
7 including contact and resource status, ~~and~~ handling the events and
8 assigning the resources either according to received directions received
9 from a communications layer or in a default manner in an absence of the
10 directions from the communications layer;
11 ~~at~~ the communications layer comprising software for managing
12 communications each comprising one or more contacts in one or more
13 media in a media-independent manner either according to directions
14 received from a business layer or in a default manner in an absence of the
15 directions from the business layer, including allocating resources shared
16 by a plurality of handlers and directing handling of events by the contact
17 layer ~~according to business information, and by applying data from the~~
18 contact and business layers to decision-making logic derived from dialogs,
19 wherein a dialog describes behavior of the customer care center
20 responsive to the events in a context of at least one of present, historical,
21 and predicted future conditions, and conveying decisions of the decision-
22 making logic to the contact layer, tracking and accumulating events
23 reported by the contact layer, and providing event data to the business
24 layer; and
25 ~~at~~ the business layer comprising an interface for defining behavior of

26 the business layer and further comprising behavior-implementing software
27 for managing business services by supplying business information that
28 defines the services to the communications layer, including defining
29 workflows of the services, each comprising one or more communications,
30 via the dialogs which are derived by the business layer from business
31 rules, which define schema of the decision-making logic, and which use
32 business data and data from the communications layer to determine the
33 communications and parameters of the communications for the
34 communications layer.

1 2. **(Original)** The customer care center of claim 1 wherein:
2 the contact layer manages resources that are not shared by a
3 plurality of handlers.

1 3. **(Original)** The customer care center of claim 2 wherein:
2 each handler manages the unshared resources that are allocated
3 to that handler.

1 4. **(Original)** The customer care center of claim 1 wherein:
2 the communications layer comprises no media-specific equipment.

1 5. **(Original)** The customer care center of claim 1 wherein:
2 the communications layer software further directs handling of
3 events according to the accumulated reported events.

1 6. **(Original)** The customer care center of claim 1 wherein:
2 the communications layer software provides information on the
3 accumulated reported events to the business layer.

1 7. **(Original)** The customer care center of claim 1 wherein:
2 the business layer software manages business services by
3 managing transactions each comprising one or more communications and
4 that provide the business services, by defining business rules and
5 applying them to the transactions to develop dialogs which it supplies to
6 the communications layer;
7 the communications layer software translates the supplied dialogs
8 into translations that it uses to control the contact layer and translations
9 that it supplies to the contact layer; and
10 the handlers of the contact layer use the translations supplied
11 thereto to manage the contacts.

1 8. **(Original)** The customer care center of claim 7 wherein:
2 the business layer software supplies to the communications layer
3 definitions of reports requested by the business and forms the reports
4 from data collected by the communications layer; and
5 the communications layer software translates the definitions of the
6 reports into database schema that accommodate data that the
7 communications layer must collect for those reports.

1 9. **(Original)** The customer care center of claim 7 wherein:
2 the business rules include resource scheduling rules, resource
3 behavior rules, service target rules, and customer treatment rules.

1 10. **(Original)** The customer care center of claim 7 wherein:
2 the business layer software further has access to customer data
3 which it applies to the transactions to develop the dialogs.

1 11. **(Original)** The customer care center of claim 1 wherein:
2 the business layer software effects scheduling and adherence

3 tracking of resources by providing business information to the
4 communications layer and obtaining accumulated reported events from
5 the communications layer.

1 12. **(Original)** The customer care center of claim 1 wherein:
2 the business layer provides an interface for the business to the
3 customer care center for providing information to and obtaining
4 information from the customer care center.

1 13. **(Currently Amended)** A computer-readable medium
2 containing instructions which, when executed in a computer that is
3 connected to a contact layer of a customer care center comprising a
4 plurality of media-specific handlers for managing contacts in a plurality of
5 communications media with customers of a business served by the
6 customer care center, each handler adapted to handle a specific one or
7 more of the media, and including connecting the contacts to resources for
8 servicing, collecting and reporting events including contact and resource
9 status, and handling the events and assigning the resources either
10 according to received directions, directions received from a
11 communications layer or in a default manner in an absence of the
12 directions from the communication layer, which directions cause the
13 computer to effect the functionality of the communications layer and the
14 business layer of any one of the claims 1 and 4-12.